

BIRLA OPUS CALISTA SPARKLE SATIN ENAMEL

1.1. About the Product

Birla Opus Paints, a division of Grasim Industries Limited (herein referred to as “Company”) introduces *Birla Opus Calista Sparkle Satin Enamel* (“Product”) which is a premium enamel offering *1 year warranty* against flaking and peeling.

1.2. Application Guidelines

- a. This product can be used on the *metal, interior wood and interior masonry* surfaces only.
- b. All application guidelines as detailed below and/ or available in the latest Product Information Sheet are to be strictly followed:

A. Pre-Painting Steps/Surface Preparation:

Metal:

- i. Degrease the surface through solvent cleaning.
- ii. Smoothen the sharp edges, welded joints, and rust blisters with the help of mechanical tools.
- iii. Remove loose rust and paint particles through a metal wire brushing.
- iv. Sand with sandpaper no. 180 and wipe clean.
- v. If the previously painted coating is intact, clean away all dirt, dust, and other materials.
- vi. Sand the surface with sandpaper no. 180 to create roughness on the surface for better adhesion of the subsequent coat.

Wood:

- i. Ensure that the wood is aged properly.
- ii. For pre-painted wood, scrape off loose paint.
- iii. Sand along the grains with emery paper no. 180 to smoothen and wipe clean.

Masonry:

- i. Ensure leakage, seepage, and efflorescence-free surface. Allow 28 days curing for painting freshly plastered surfaces.
- ii. Remove loose paint, dust/dirt particles and laitance with sandpaper no. 180. Wipe clean.
- iii. In case of areas having excessive dampness, use professional assistance to limit further dampness.
- iv. Fix structural cracks, if any, with professional assistance, open non-structural cracks in V-groove & fill with cement/crack filler.
- v. Use One Pro Smooth Putty to fill undulations, dents, and holes in the surface.

B. Painting steps

Step 1 – Primer Application

Metal:

- i. Apply Calista Sparkle Red Oxide Primer (961008) / Calista Sparkle Yellow Metal Primer (961007) / One Epoxy 1K Primer as per their recommended application process.
- ii. Ensure 6 - 8 hours of drying time.

Wood:

- i. Apply Calista Sparkle Wood Primer (961003) as per the recommended application process.
- ii. Ensure 10 - 12 hours of drying time.
- iii. Smoothen / sand the primer coat with emery paper no. 320. Wipe clean.

Cementitious/Masonry:

- i. Apply Calista Pro White Cement ST Primer (961004) as per the recommended application process.
- ii. Ensure 6 - 8 hours of drying time.
- iii. Smoothen / sand the primer coat with emery paper no. 180. Wipe clean.

Step 2 – Filling of Cracks / Undulations (Optional)

- i. Use Calista Sparkle Knifing Paste Filler (961015) to fill undulations on metal substrates.
- ii. Use One Pro Smooth Putty to fill undulations of wooden / masonry surfaces.
- iii. Ensure 6 - 8 hours of drying time and smoothen / sand with emery paper no. 180, followed by emery paper no. 320.
- iv. In case of crack / undulations filling is done as above, apply another coat of metal / wood / wall primer. Allow it to dry for 6 - 8 hours. Smoothen the surface with emery paper no. 320 and wipe clean.

Step 3 – Application of Topcoat

- i. Dilute 1L of Calista Sparkle Satin Enamel (961002) with 150 - 120ml of Mineral Turpentine oil and apply two coats by brushing.
- ii. Allow 18 - 24 hours of drying between coats.
- iii. For spray application, dilute 1L of Calista Sparkle Satin Enamel (961002) with 350 - 400ml of Mineral Turpentine oil

C. Post Painting Care

- i. Ensure a drying time of one week post-application before cleaning.
- ii. For best performance of paint, ensure proper cleaning of all dust, oil and external particles, if any, at regular intervals of six months.

D. Precautions

- i. Do not apply if the ambient temperature is below 10°C or above 40°C. Do not apply if the humidity is greater than 85% or if the temperature or humidity may reach this level within 4 hours of application.
- ii. Do not over-thin or over-extend the brush.
- iii. Tint using Birla Opus machine colourants only.
- iv. Stir well and strain before use.
- v. Tinted paints need thorough shaking immediately after tinter addition as well as before use.
- vi. Store the container in a cool, dry place with the lid tightly closed in an upright position after use.
- vii. Ensure adequate ventilation during the application and drying process.

- viii. For application on rolled steel surfaces, it is recommended to allow the hot rolled steel surfaces to be exposed to atmosphere till such a time some rusting occurs before initiating cleaning and painting process for mill scale to be eliminated. Removal of mill scale is necessary either through thorough sanding or through sand blasting.
- ix. Do not apply on galvanized or aluminium surfaces.
- x. Do not apply on hot surfaces or industrial or domestic appliances previously coated with powder coating or other incompatible coatings.

2. Warranty Terms & Conditions

PLEASE NOTE THAT THIS WARRANTY IS SUBJECT TO THE TERMS & CONDITIONS MENTIONED HEREUNDER AND THE ABOVEMENTIONED APPLICATION GUIDELINES.

2.1. Start and Registration of the Warranty

- a. This Warranty shall be effective from the date of purchase of the Product as per the tax invoice (“Warranty Start Date”), provided that painting work is fully complete, and the Consumer registers the Product for warranty.
- b. The Product must be registered within 15 days from the date of purchase by calling Company’s Customer Care at 1800-120-1234 or logging on to the Birla Opus website and following the URL <https://www.birlaopus.com/warranty> and furnishing purchase details as required for Warranty registration.
- c. The Warranty shall be valid for parameters and period as defined in Para 2.2 (*‘Warranty Period’*) from the Warranty Start Date.
- d. The Warranty shall apply to the overall paint system (including ancillary products) for which the Product is applied as the topcoat.
- e. Upon settlement of any claim, Warranty of replaced Product will not start afresh and will continue for the remainder of the Warranty Period from the Warranty Start Date.
- f. If there is a break/ lag in completing the painting work, the registration of the Warranty and Warranty Start Date and shall be determined by the Company at its sole discretion.
- g. The Company may appoint a person to examine and confirm the application of the Product as per the directions specified prior to registering the Warranty.
- h. For registering of Warranty, where quantity of Product purchased is equal to or more than 40L for metal/wood surfaces or 100L for masonry surfaces, please call our Helpline on 1800-120-1234 with requisite details. The registration of Warranty in such cases is subject to a satisfactory pre-inspection at site by Company’s representative.

2.2. Warranty Scope and Replacement Costs

Warranty is applicable only in case where the total volume of Product purchased is 4 Litres for Metal/Wood & 10 Litres for walls and its usage exceeds 90% of purchased volume, along with purchase of the requisite volume of ancillary products as required to be applied as per Application Guidelines. The Warranty is subject to the following scope:

Sr. N	Warranty Period	**Warranty Parameters	*Replacement Costs to be borne by the Company
1	1 Year	Flaking and Peeling	100%

**Replacement Costs shall mean the cost of material and labour required to correct the affected portion as determined by the Company.*

****Definitions of Warranty Parameters**

Flaking- Flaking covers instances of adhesion failure occurring from the substrate, in the form of hard brittle chips of paint film falling off as observed on a minimum combined area of 20% of the total painted area.

Peeling- Peeling covers instances of adhesion failure, which occurring between first and second coat or from the substrate, in the form of softer uniform film often rolled up as observed on a minimum combined area of 20% of the total painted area.

2.3. Warranty Claim Procedure

- a. Consumer may raise a claim within 30 days of discovering issue(s) noticed on the affected areas based on Warranty Scope/Parameters as detailed in Para 2.2.
- b. The Consumer is required to notify the Company of the issue(s) noticed along with the reference of the registered Warranty, sample pictures and basis for Warranty invocation by contacting the customer care at 1800-120-1234. The Consumer shall provide such additional details as required by the Company and/or allow the company to visit/inspect the painting site.
- c. In case where the Company decides that the Warranty is applicable on the issue(s) noticed on the affected areas, the Company shall bear the Replacements Costs as detailed in Para 2.2 to repair/ repaint the affected areas.
- d. In case where the Company decides that Warranty is not applicable, the same shall be communicated to the Consumer.
- e. Warranty is applicable only to the affected area where the Product is used in accordance with the Application Guidelines and not to the rest of the areas.
- f. In case the Consumer carries out repair works on the areas covered under the Warranty, the same shall be at their own risk and the Company's Warranty on the Product shall not be valid on such repaired areas.

2.4. Warranty Exclusions

The Warranty will cover only manufacturing defects of the Product and will not cover any defects arising out of factors not in control of the Company, including but not limited to:

- a. Constant water dripping, water leakage or continuous dampness on the surfaces
- b. Growth of algae or bacteria or fungus or other forms of organism categorized as living things as per scientific understanding.
- c. Any issue when applied on exterior masonry or wood surfaces.
- d. Improper housekeeping (failure to regularly clean of dust, oil, or external particles; hanging wet clothes for drying on the painted surface, etc)
- e. Any alteration, modification, or extension of the painted site whether of civil or structural nature
- f. Mechanical damage or puncturing of the paint film.
- g. Act of God or Force Majeure

- h. Armed rebellion or vandalism or any form of violence
- i. Fire or accident
- j. Improper surface preparation
- k. Normal wear and tear
- l. Adhesion failure on welding joints is not covered under this warranty.
- m. Any application on hot rolled steel surfaces without removal of mill scale either through thorough sanding or through sand blasting.
- n. Adhesion failure on galvanized or aluminium surfaces
- o. Sharp edges on steel structures (e.g. grill designs)
- p. Any issue due to persistent dampness of painted surface
- q. Any issue due to moisture on wood surfaces
- r. Adhesion loss in localized areas of less than 20% combined area of the total painted area
- s. Application at lower or significantly higher DFT (Dry Film Thickness) as mentioned in the PIS
- t. Slight drift in shade, rusting, algal /fungal growth, and any other defect caused due to wear and tear upon exposure or caused due to extreme environmental conditions or defects in surface itself.
- u. Application of product on hot surfaces or industrial or domestic appliances previously coated with powder coating or other incompatible coatings.
- v. Any act of commission or omission on the part of the Contractor/Painter/ Consumer not in line with the Application Guidelines
- w. Any other causes other than defect in the Product.

2.5. Limitations of Liability & Dispute Resolution

- a. Except expressly stated, the company disclaims any liabilities whether in contract, tort or otherwise. The Company makes no warranty regarding merchantability or fitness of the Product for any particular purpose.
- b. This document captures the sole and exclusive remedy available to the Consumer, if any and no other warranty either expressed or implied is available to Consumer.
- c. The Company shall not be held liable towards loss or damages of incidental, indirect or consequential nature or for any value more than the tax invoice value.
- d. In case of any disputes, exclusive jurisdiction of the courts of Mumbai shall apply. Governing laws shall be Laws of India.
- e. The facts and all matters concerning any Warranty/ claim/ dispute will always be kept confidential by both the Consumer and the Company.

This Warranty Document captures the complete Warranty Terms & Conditions as applicable to the Product and supersedes any previous version.